



Security and logistics overview.

Above all the services required by Tier 1 clients, guaranteed security of corporate data at the end of an IT asset's working life is always the highest priority. Zero cost, environmental excellence and maximised revenue return are all important, but data security surpasses even these. As a leading secure and ethical IT disposal organisation, Tier 1 possess all the necessary accreditation and secure, tested processes expected of a leading IT disposal specialist. Infosec 5 is the latest standard in IT security processes as determined by the Communications-Electronics Security Group (CESG), the Information Assurance arm of GCHQ who vet the Infosec standard. We guarantee data erasure to standards defined by the relevant HM Govt. panel. In addition, setting us apart from our UK competitors, Tier 1 is HM Government and MoD accredited, meaning that we are able to, and do, handle UK Government data classified as up to and including 'SECRET' at our premises in Manchester.

There are two critical factors that organisations need to consider when making a decision about hard drive erasure processes; namely cost and risk. Tier 1 can reasonably expect their clients to expect the following when working with us:

- technical capability
- reliability and integrity
- accurate documentation
- staying power with demonstrable past success
- an ethical framework within which to work
- a proven model for final asset disposal

Both our Infosec 5 accreditation and our clients will testify that they find these qualities with Tier 1, and that they feel comfortable and secure in partnership with us.

Our security standards for secure IT disposal within Infosec 5 include the following:

- Data integrity

Data will be removed from hard disk drives using Blancco Data Cleaner v4.5HMG, approved at both Baseline and Enhanced Overwriting Standards. Blancco Data Cleaner v4.5HMG is approved for UK government enhanced overwriting use. A three or seven level overwrite with verification, complete with disk audit, including serial number is available. This offers varying degrees of security, depending upon the chosen level. A certificate of compliance will be available upon request for every machine data wiped by Tier 1. This process obviously encourages re-use and is of environmental benefit.

In circumstances where a hard disk drive is inoperable or has bad sectors, hard disks would be removed from machines and destroyed within a MOD-approved process. The hard disk would then be physically shredded and recycled. A certificate of compliance will be available upon request for every HDD destroyed by Tier 1. Tier 1 have the data wiping process independently audited on a regular basis. Data recovery specialists Vogon International Ltd are sent random samples of hard disk drives that have undergone the data wiping process, for auditing and testing. Reports on the effectiveness of the process, provided by Vogon, are available upon request.



tier 1

- Physical premises security

Within the Tier 1 operations centre, customer assets are protected by a state of the art security system.

A physical security guard presence is maintained twelve hours a day, five days a week. Outside these hours security is transferred to a remote monitoring station, providing 24 X 7 security cover.

The operations centre has 360-degree surveillance from three external cameras, all constantly monitored by the physical security guard, on VDU's within the security lodge or the remote monitoring station. Eight further CCTV cameras cover every square foot of the internal building. All real time images are recorded to DVD. The external of the operations centre is also protected by an infrared security system. Exit from the operations centre is via the security lodge. Without exception, every person leaving the building will be searched. The physical security in operation at Tier 1, has been vetted and approved by Special Branch at part of the accreditation that allows Tier 1 to hold UK government protectively marked information marked as 'confidential' and above, but naturally man-power can be upped accordingly at the request of a client – as long as they are aware that this would incur an extra charge.

- Other security

Liability and responsibility pass to Tier 1 upon collection of your IT assets and security management starts the moment assets leave the client's premises. Collection paperwork, signed by both parties, based on a physical count, confirms the contents of the consignment. For high value items or data bearing assets with highly sensitive data, secure crates and cages can be provided for transportation, and again, the secure area of Tier 1's premises is approved to hold data classified as 'confidential' and above.

Additional information

- 1 Tier 1 does comply with Information Security CESG Standard 5, and by default, this means that we comply with Infosec Manual S and the processes and standards in the 2007 Manual of Protective Security.
- 2 We do have personnel that have been identified by the Infosec 5 accreditation that are able to work on our high security projects. In Anthony Stansfield and Oliver Watts, we have Senior Managers who are similarly qualified to oversee any such changes and annual re-assessments for individuals are made as required.
- 3 These personnel will have had the required police checks that Special Branch required when we carried out our HM Govt. work. Where extra suitably accredited staff are required, we would have no problem identifying individuals and getting the relevant approval as quickly as the system allows.





The accreditation that Tier 1 has – Infosec 5 – is about Physical and Environmental Security. This qualification details any physical aspects of access control to information and information systems. Ensuring that there is a proper environment for systems, records and staff is essential for maintaining confidentiality, integrity and availability of information.

Within this the following aspects are considered:

Protection:

- of information and information systems from the elements is as important as protecting them from unauthorised people
- of physical access, which should be restricted to authorised personnel. IT equipment is tempting to thieves, and can be damaged by accidents or sabotage

Maintenance:

- of the physical operating environment in a computer server room is as important as ensuring that paper records are not subject to damage by mould, fire or fading.
- of supporting equipment such as air conditioning plant or mains services

Tier 1 are keen to stress is that our security management is the absolute bedrock of our business. We are aware of how utterly vital this issue is to our clients and that some high profile cases that have been reported recently only go to emphasis further how seriously this issue is taken by Tier 1 Asset Management Ltd.

Logistic security

Overview

As part of Tier 1 Asset Management Ltd's commitment to the quality of our services and our undertaking to provide only the optimum levels of security, reliability, confidence and transparency, we use Bishopsgate for our standard transport and logistics services.

Our monitoring and assessment of Bishopsgate's efficiencies should be viewed as proactive, positive moves by Tier 1, who are constantly evaluating and striving to improve their service to clients on an on-going basis.

The Tier 1 and Bishopsgate solution guarantees the following:

- Waste Carrier's Licence and Waste Producer's Licence adheres to all relevant regulatory and legal requirements
- Direct contact through mobile digital communications with uniformed drivers inspire confidence and provide a professional and high quality service
- Two man crews in 'computer specified' air ride, tail lift vehicles, with powered handling tools, spreading plates and the latest load securing systems are carried on vehicles to ensure proper handling and load management
- Wide vehicle choice to cover all scenarios and eventualities, twenty four hours a day, seven days a week

In addition to Bishopsgate's ability to transport IT equipment of every size, shape or type, including that which requires specialist handling, Bishopsgate allows Tier 1 to provide enhanced service on two major fronts; for security reasons, vehicles are satellite tracked and there is an emphasis on security and safety inside the cab as well as out. Operationally, the process is controlled by dedicated software that is linked by an advanced data and telecoms network which ensures a seamless transition of information throughout the UK.

Tier 1 is able to offer an MOD-accredited logistics service. Dependant on circumstances, this may incur extra cost, however our experience shows that using this service dispenses with the need for even more costly on-site data wiping of assets without compromising the security of our client's data. Please do contact Tier 1 for more details of this valuable service.





Specific security and collection information

Tier 1, through partnership with Bishopsgate, provide maximum security for the transportation of our clients' assets. We start with secure vehicles and formal secure operating procedures all designed to minimise risk situations. From this base a broad range of special provisions can be made available – these extend from escort vehicles to operating with locked/sealed secure containers (cages/tote bins etc). Together, we have specialist knowledge of high value transport risk management learned from our extended experience in regularly transporting volume mobile phones, data bearing PCs and laptops, high-end servers and unannounced IT and CE products.

All collections are delivered to Tier 1 by the next working day. However, clients can request a point-to-point delivery at an extra charge.

The courier must have a boxed pallet, i.e. a standard size plastic crate (stores up to 30 boxed/bagged) with holes for seals on every side or the latest Tier1-Bishopsgate crate. If no such crate is provided and the collection includes desktops, laptops or HDDs, then the site contact must not allow the collection (any equipment that holds data must be placed into a sealed container, but other assets do not need to be sealed). The courier representative will have a list of the quantity of kit to be collected. The site contact final list at the time of collection and courier list should be identical.

Every item (e.g. carry case) passed to the courier should be checked for content and each PC should be counted in by site contact along with the driver, and agreed paperwork signed to that effect. When the crate is closed, four seals should be fitted to the crate, which will have consecutive numbers. If there are any anomalies or issues at the time of collection escalate immediately. The quantities and seal numbers must then be mailed to the Tier 1 Service Delivery Manager and Tier 1 Service Delivery Administrator.

The Tier 1 Supervisor checks all seal numbers on receipt at Tier 1. If the seal numbers match the equipment is booked in as normal. If the seal numbers do not match, the equipment will be physically counted in the presence of the delivery driver, and the delivered quantities checked against the collected quantities. All parties must sign for the delivered quantities and the fact that the seal numbers do not match. Any confirmed discrepancies will be escalated until a solution is found. The Tier 1 Service Delivery Manager will raise any issues to the client's Asset Disposal Coordinator, so that the client can carry out a check of asset records and highlight any discrepancies.

Bishopsgate will provide experienced staff that will be uniformed, courteous and possess appropriate "on site" problem solving skills. They will have access to portable digital telephones to escalate on site difficulties to their traffic management office if necessary. Staff understands and accept responsibility for complying with all the manufacturers' rules and recommendations with regard to safe and proper movement of equipment. Bishopsgate commits to the formal measurement of employees' skills and abilities and undertakes to provide full training programmes for all staff.





All crews have license checks every 3 months and are vetted to British Standard BS7858:2004 and are cleared to work on the following business sectors:

- Banking sector, including Building Societies and Bank of England
- MoD
- House of Commons
- Downing Street

The transportation of high security equipment or data will be undertaken on vehicles possessing the following equipment as standard:

- Tail Lift
- Two man crew
- Mechanical and electrical handling equipment; as indicated by site survey
- Digital mobile phones
- All Vehicles fitted with "black box satellite tracking" this enables vehicles to be monitored en route for high profile & Sensitive collections / deliveries.

Tier 1 accreditation and industry membership

- HM Government / MOD accreditation approved to hold UK government protectively marked information marked as 'confidential' and above
- HM Government Infosec Standard 5 – Government approved data security standard
- Cabinet Office listing relevant HM Government supplier documents
- Compliance with Infosec Manual S
- Processes and Standards as approved in relevant HM Government Manual
- ISO 14001 Environmental Management Standard. Certificate number EMS 86615
- ISO 9001 Quality Management Standard. Certificate number FS517045
- 2008 European Green IT Award winners, category 'Market Leadership, driving change in green IT.'
- 2008 Valpak Award Winners, category 'Best WEEE Partnership.'
- ICER (Industry Council for Electronic Equipment Recycling) Accredited WEEE Recycler / Refurbisher
- Data Controller, Registration Number: Z4578499

